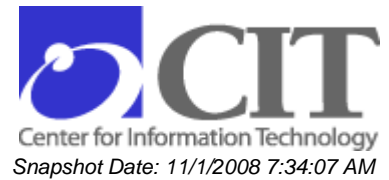


Customer Service Report for SCB

For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	SCB	Web	Other	DCS	SCB	Other	DCS	SCB	Other	To Close
Accounts											
Access/Login	4	0	0	1	0	1	0	0	4	0	7
Account Lockout	2	0	0	0	0	0	0	0	2	0	8
Password Reset	3	0	0	1	0	0	0	0	4	0	5
Application Support											
General Info	1	0	0	0	0	0	0	0	1	0	1
Email											
Helix Squirrel Mail	3	0	0	0	0	1	0	0	2	0	3
General Information											
Inquiry	1	0	0	0	0	0	0	0	1	0	4
Helix Support											
Apps/Other	9	0	0	0	0	1	0	0	8	0	3
Info/Biowulf	6	0	0	0	0	0	0	0	6	0	5
Info/General	3	0	0	0	0	0	0	0	3	0	4
Grand Total:	32	0	0	2	0	3	0	0	31	0	5

Total Tickets Closed:	31
Total Tickets Assigned/Pending/Checked Out:	3
Total Tickets Created:	34